

KY Public Service Commission Outage Report System

The KY PSC Outage Reporting program is designed to ease notification to the KY PSC of outage incidents and to provide summation information to the public during a major statewide outage event.

Participating utilities are responsible for the following:

- Maintaining valid contact information.
- Maintaining customers served per county.
- Submitting outage incident reports.

Please read over this document so that you will be aware of which fields may be made available to the public in the event of a major statewide outage.

This document covers:

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Logging in to the secure site

From the KY PSC login site: https://psc.ky.gov/psc_portal/login.aspx

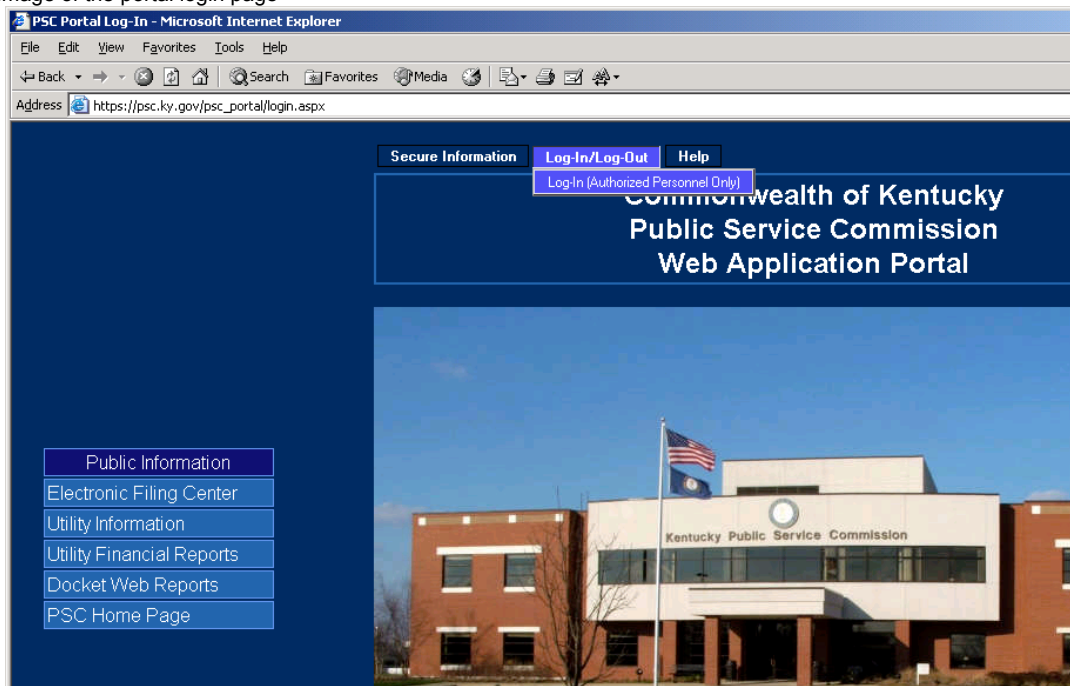
Click on the **submenu** “**Log in (Authorized Personnel Only)**” of menu **Log In/Log Out**. This will bring up a place to enter your assigned user ID and password.

If values are entered correctly the user and password textboxes will disappear. You will now have new submenu items beneath the menu **Secure Information** based upon your roles.

Choose **Secure Information** submenu **Outage Reporting**.

Note: If you log in successfully and then examine any of the links beneath the public items the system will lose your role information. It will retain the public role even if you log in again. *You will have to close the browser and then log-in again.*

Image of the portal login page



KY Public Service Commission Outage Report System

You will enter the Outage Reporting System on the ORS Home Page. In the future during a major statewide outage this is the page that will display a summation of the outage information, counties affected and participating utilities. Each participating utility will have an opportunity to include a public comment regarding the outage and provide a public contact phone number.

As a participating utility on the blue menu bar you should see four menu items: Manage, Submit Incident, View Incidents and ORS Home.

- **Manage** – means to submenus **Manage Counties** and **Manage Contacts**
- **Submit Incident** – allows you to enter an outage incident report
- **View Incidents** – allows you to view and all incident outages involving your utility
- **ORS Home** – current page

Manage

Submenu item **Manage Contacts** – allows you to enter a public contact phone number and an Engineering contact.

Submenu item **Manage Counties** – allows you to add or remove counties served and each county's number of customers.

Manage Contacts

Keep current the best contact information. You may update at any time.

On the left in gray – you may optionally enter a phone number for the public. This number will only be displayed in the event of a major statewide outage if your utility is reporting.

On the right in the yellow section: provide the designated contact name, phone number and email address for state and federal emergency officials. This number will not be made available to the public. The information will be used to pre-fill incident reports with contact information.

Upon your first visit to this screen it will contain the information provided when an ID was requested. Click **Save** even if corrections are not needed to confirm the information.

Click **Save** in the lower right when changes are complete.

Manage Submit Incident View Incidents ORS Home Blue Grass Energy Cooperative Corp.

KY Public Service Commission

Outage Reporting System - Manage Contact Information

Blue Grass Energy Cooperative Corp.

Preferred Contact for the general public		Preferred Contact for State and Federal Emergency Officials	
Phone	<input type="text"/>	Contact Name	<input type="text" value="Dan Brewer"/>
		Phone	<input type="text" value="(555) 555-5555"/>
		E-mail	<input type="text" value="danb@somewhere.com"/>

Information shown is based upon the request for userID. Please click 'SAVE' to confirm. **Save**

Image of the Contact Screen

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Manage Counties

The counties served affects the choices available when you submit an incident. All counties will be displayed. Enter the number of customers for that county in the corresponding textbox to add a county to the utility's service. Reduce the number of customers to zero in order to remove a county from service. Click the **Save** button on the bottom right hand side of the screen when finished (not visible in the following image).

Currently – all customer counts are estimated from census data. In the event that a county was listed in the utility master as being served which did not appear on census data that county will show a customer of 1. Please verify counties served and the approximate customers served before submitting an incident.

Enter Number of Customers for each County Served															
Adair		Allen		✓ Anderson	4871	Ballard									
Barren		Bath		Bell		Boone									
✓ Bourbon	1628	Boyd		Boyle		✓ Bracken	1359								
Breathitt		Breckinridge		Bullitt		Butler									
Caldwell		Calloway		Campbell		Carlisle									
Carroll		Carter		Casey		Christian									
Clark		Clay		Clinton		Crittenden									
Cumberland		Daviess		Edmonson		Elliott									

Image of the Manage Counties Screen

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Submit Incident

This menu item will take you to a screen where you may enter a report of an outage incident. Each report consists of basic header information in two sections: potential public and private. There is an additional private section that applies only to electric utilities. Finally the counties served are displayed to accept the number of customers out per county.

Potential public information will be visible to the public in the event of a major statewide outage. Any comments or public phone contact numbers provided in the public section will appear beneath the utility name in a listing of all participating utilities.

Initially due to the estimate customers served per county it would be wise to first visit the **Manage Counties** screen to ensure that all counties with an outage will be available for data entry.

The new incident entry could be pre-filled with the information from the last entry information if the previous incident is less than five days old. "**NEW**" will be indicated in the upper right corner to clarify you are creating a new entry.

Click **Submit Incident Report to PSC** button on the lower right when complete. An email will be generated notifying all assigned PSC staff of the incident.

Unique incidents require only a single report. When an event is ongoing such as the ice storm of 2003 updates will be expected twice a day until the event is closed or all customers are restored.

If you filed an outage incident before the event was declared and that incident was deemed to be part of the event you will be notified about the required updates. If you report an outage incident during an event you will notice an onscreen exclamation with the required update times. You must update your outage status at least once **before** those declared times. You may update more than once as outages decline before the declared times.

KY Public Service Commission

Submit an Outage Incident Report

Blue Grass Energy Cooperative Corp.

! Major Statewide Outage Event Declared: March Hot Air Storm 2005

Please report daily at: 10:00 AM and 4:00 PM until all outages are resolved or this event is closed. Thank you for your participation.

NEW

Information could be made available to the media and the general public



Information internal to PSC staff only

Image of the banner indicating an Event is in progress placed at the top of the Incident screen

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Potential Public Fields:

Type of Report: This field is usually not editable and displays “isolated incident.” If a major statewide outage event is in progress this will become a drop-down list. Your choice will include the current event or “isolated incident”. The default value will be the current event. You may alter this value to “isolated incident” if applicable.

Incident Started Date: The approximate date the incident began. ***Not to be confused with reported time.***

format mm/dd/yyyy

required

Incident Started Time: format hh/mm AM/PM

required

Reported: The time this report is created – the current date and time.

Total number of personnel including contractors number

required

Possible Cause 1000 chars max

required

Public Comment In the case of an event – enter any informational text you wish presented to the consumers. The public phone number provided on the contact screen will be displayed also.
1000 chars max

Private Fields:

In the utility’s best estimation, will 1000 or more customers be disrupted for more than 24 hours? Check to indicate YES – default is blank – NO.

Restoration Efforts 1000 chars max

required

Estimated Restoration Time 50 chars max

required

Comments including critical facilities 1000 chars max

Who may we contact? Please provide information about the person filing the report. This information will be pre-filled with any values provided in “Manage Contacts”. Replace as needed.

Name 50 chars max

Phone 25 chars max

Email 50 chars max

Private Electric only fields:

Poles number

required

Wire Spans number

required

Transformers number

required

Outside Work Force number

required

Potential Public fields: Counties Affected:

Not all counties are shown. Counties designated as served using the Manage Counties will be shown. Enter the number of customers out to the right of the correct county.

KY Public Service Commission Outage Report System

Image of the Incident Report Entry Screen with an ongoing Event.

Submit an Incident Report - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search Favorites Media Print Mail News RSS Feeds

Address http://localhost/PSC_Outage/IncidentReport.aspx?K=UM5&U=2000200

Search Manage Submit Incident View Incidents Maintain Events ORS Home Blue Grass Energy Cooperative Corp.

KY Public Service Commission

Submit an Outage Incident Report

! Major Statewide Outage Event Declared: March Hot Air Storm 2005
Please report daily at: 10:00 AM and 4:00 PM until all outages are resolved or this event is closed. Thank you for your participation.

NEW

Information could be made available to the media and the general public		Information internal to PSC staff only	
Isolated Event		In the utility's best estimation, will 1000 or more customers be disrupted for more than 24 hours? <input type="checkbox"/> (Check = YES)	
Incident Started	Date mm/dd/yyyy	Time hh:mm AM	Restoration Efforts
Reported	7/29/2005	1:20 PM	
Estimated Total Number of Personnel in the field (including contractors)			Estimated Restoration Time
Possible Cause			Comments Please include any Critical Facilities affected
Public Comment			Who may we contact about this report? Name <input type="text"/> Phone <input type="text"/> Email <input type="text"/>
		Poles Broken	<input type="text"/>
		Wire Spans Down	<input type="text"/>
		Transformers Replaced	<input type="text"/>
		Outside Work Force	<input type="text"/>

Enter the number of Accounts Out for each affected county

Anderson	<input type="text"/>	Bourbon	<input type="text"/>	Bracken	<input type="text"/>	Fayette	<input type="text"/>
Franklin	<input type="text"/>	Garrard	<input type="text"/>	Grant	<input type="text"/>	Harrison	<input type="text"/>
Henry	<input type="text"/>	Jackson	<input type="text"/>	Jessamine	<input type="text"/>	Madison	<input type="text"/>
Mercer	<input type="text"/>	Nicholas	<input type="text"/>	Pendleton	<input type="text"/>	Robertson	<input type="text"/>
Scott	<input type="text"/>	Shelby	<input type="text"/>	Spencer	<input type="text"/>	Washington	<input type="text"/>
Woodford	<input type="text"/>						

Don't Forget! The written summation of the outage event is still due within 7 days.

Submit Incident Report to PSC

Trusted sites

KY Public Service Commission Outage Report System

View Incidents

You may view incidents involving your utility. You will have two different means of filtering raw outage incidents: An Incident Time Filter and County filter. When entering this screen it initially displays incidents for all counties within the past 24 hours.

Two different **Time filters** are available:

a drop-down list with standard time filters : past 24 hours, past 48, past week and Other.
manually entered dates and times.

Choose “**Other**” from the drop-down list to use the manually entered dates and times. *Note entering a date without a time will result in a default time of midnight.*

County filter – by default this filter is set to “All counties”. Any county may be chosen from the drop down list.

The screenshot shows a web browser window titled "Outage Incidents as Reported - Microsoft Internet Explorer". The address bar shows "https://psc.ky.gov/ors/OutageIncidents.aspx". The page has a navigation bar with links: "Manage", "Submit Incident", "View Incidents", "ORS Home", and "Blue Grass Energy Cooperative Corp.". The main content area is titled "KY Public Service Commission" and "Outage Reporting System". Below this is a section titled "Available Filters" with a yellow background. It contains two main filter categories: "Incident Time" and "County". Under "Incident Time", there is a dropdown menu currently set to "Past 24 Hours", and an "Other" section with "From Date" and "To Date" text boxes (format: mm/dd/yyyy) and "From Time" and "To Time" text boxes (format: hh:mm AM). Under "County", there is a dropdown menu currently set to "Anderson". A blue "Filter" button is located at the bottom right of the filter section.

Image of the View Incidents Filter

Click **Filter** to retrieve results. A grid will display all outage incident reports that match the criteria. Click on the incident **time link** of any incident to read the information associated with that report on the “**Incident Details**” screen.

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Incident Details

This screen provides a read only view of all information associated with one outage incident report. Buttons at the bottom right hand of the screen allow you to return to the list of matching incident or move on to the next incident.

Use the button “**Return to Incident List**” to go back to the list of all incidents which matched your criteria. If other incidents are available in the list you will have buttons to view the details on the current screen of the **next** or **previous** incident.

[Search](#) [View Incidents](#) [ORS Home](#)

KY Public Service Commission

Outage Reporting System

Isolated Incident 3/17/2005 10:55:00 AM

Isolated Incident

Big Sandy R.E.C.C.
3/17/2005 10:55:00 AM
Estimated Number Personell in the field (including contractors) 12
Possible Cause TEST DATA
Public Comment TEST
Rural Electric Cooperative Corporation

Information internal to PSC staff only

Estimated Restoration Time
Restoration Efforts TEST
Emergency or Critical Facilities Affected TEST
Contact Not Provided

Poles Broken: 1

Wire Spans Down: 2

Transformers Replaced: 3

Outside Work Force: 4

County	Accounts Out	Percentage of Customers Out	Percent Out for County
Floyd	123	2.08	2.08
Johnson	5	.10	.09
Knott	10	1.70	.14

[Return to Incident List](#)

Done Trusted sites

Image viewing details of a reported outage incident